

Bellingham

Affiliate

Staff Protocols

Bellingham Affiliate Site Protocols A User s Manual

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NW WASHINGTON PARTNERSHIP FOR WORKFORCE DEVELOPMENT

PHILOSOPHY

Both job seekers and businesses are better able to access the workforce services and information through the WorkSource Center and its affiliates. A network of integrated service providers across the community connects our customers to the products and services they need and value. The WorkSource Center and Affiliate Sites bring value to the workforce development system with several key precepts:

- **Integrating Services** requires the ability for multiple systems to find ways to talk across agency lines about job seekers and business customers. This is accomplished through integrating technology, assessment, case management, employer contacts, governance, programming outcomes and accountability mechanisms.
- **Customer Satisfaction** is shown to be enhanced by all different types of customers when the services they receive are in one place and the service delivery is customer focused. Additionally, customer satisfaction is achieved when we gather, analyze and apply customer data in making continuous improvements to our system, products, and services.
- **Better Services** Moving away from program and funding specific service delivery allows customers to receive comprehensive information and diverse service delivery with regard to the nineteen (WIA required) programs available to them at the Center and those at the Affiliate Sites.
- **Accountability** Once the Center is operational for a time, experience shows that one stop centers assist programs in meeting and exceeding their individual program outcomes.
- **Leading Change** as a community focal point for improvement efforts. Systemic change requires not only access to information and services through the Center, but also through an integrated system.

Our Common Values

We believe in the following shared principles, beliefs, and priorities

- **INTEGRITY** means living our values every minute of every day. Individuals have the right and professional responsibility to confront others' compliance with these values.
- **ETHICAL BEHAVIOR** means a willingness to share and show esteem, appreciation and acceptance of diversity. Individuals trust the professional competence of others; recognize others' contributions, whatever their position within organizations; and regard others with honor and esteem.
- **TEAMWORK** is essential to our success. Individuals working together in a cooperative effort to achieve common goals. Each individual is committed to achieve the goals of the team by being accountable for his or her own actions and by supporting the success of other team members.
- **PARTNERSHIP** is essential to our success. Organizations working together in a cooperative effort to achieve common goals. Each agency is committed to achieve the goals of the Partnership.
- **CUSTOMER SERVICE** means providing the customer, at all times, with services of the highest quality and value and continuous improvement in our level of service.

- **GROWTH** is what matters. We embrace ongoing innovation and change for achieving continuous improvement and growth. Individuals are provided with opportunities for progressive development.
- **RESULTS** are essential to our success. Results must be obtained by attending to the process of getting the work done, as well as the product. Results are obtained by focusing on customer expectations, by providing a return on investment, and by ensuring future growth.

OPERATING PRINCIPLES

- To provide only value-added services. Every visit provides our customers with something they value. Services and questions are not redundant.
- To operate the WorkSource Center and Affiliate Sites as places of business, and be viewed as such by our customers.
- To foster and retain a sense of humor and perspective.
- To invest all staff members with the authority to handle issues, resolve conflict, and create solutions and all staff members are trusted to do so.
- To see ourselves and our work through the eyes and ears of our customers.
- To be stakeholders in our customers' success.
- To return calls quickly, to maintain timely appointments.
- To make informed referrals to community resources and ensure all staff know the resources of the WorkSource Center and the Affiliate Sites
- To build each others' expertise by investing staff with training opportunities and sharing and applying our learning.
- To support each other, our partner organizations, and their services by speaking highly of each other and our products.

Bellingham Affiliate Site As Part of the System

As an Affiliate of the Whatcom WorkSource Center, we play an important role in expanding access and services to customers of the Whatcom County workforce development system led by the Northwest Washington Partnership for Workforce Development. Our focus is to provide quality workforce development services and an entry-point into the workforce development system for the customers at our facility. Our services are associated with and complement those of the WorkSource Center.

In implementing the Partnership's Vision and Goals at our site, we are committed to being active members in an organization that promotes the NW Partnership's Values, and sets the highest priority in ensuring:

- Customer Service will be of the highest quality and value.
- Development is essential. We embrace ongoing innovation and change for achieving continuous improvement and growth. Internal and external customers are provided with opportunities for progressive development.
- Professionalism will be shown to customers and staff at all times. Individuals will trust the competence of other by recognizing their contributions and will regard others with courtesy and respect.
- Teamwork is fundamental to our success. Each individual is committed to achieve the goals of the team by being accountable for his or her own actions and by supporting the success of the other team members.
- Partnership is integral in providing quality services. Each agency is committed to working collaboratively within the partnership.
- Results are critical to our success. Results must be obtained by attending to the process of getting the work done, as well as the product. Results are obtained by focusing on customer needs, by promoting healthy communities, and by supporting on-going progress.

The Bellingham CSO Affiliate Site represents the professional commitment of each of us to ensure the workforce development system in our community functions as a high performance workplace. This can mean many things, and often means different things, to each individual. We've attempted to identify with some specificity the general behaviors, guidelines, and expectations of staff and customers for use of the Bellingham CSO Affiliate Site.

We hope you find these protocols helpful and useful as a guidepost to achieving our common vision:

To provide an integrated workforce development system offering comprehensive, customer-focused services leading to socio-economic self-sufficiency.

Global Learning Objectives

All learners at the Affiliate will learn and be able to:

- Articulate employers' expectations of work - (Workforce Skill Standards)
- Demonstrate a critical skill set for getting and keeping a job:
 - Goal setting skills
 - Planning skills
 - Research skills
 - Learning how to learn skills
 - Decision making skills
 - Presentation skills
- Demonstrate self-confidence when approaching employers
- Use the job search and career exploration resources available to their fullest extent
- Conduct job searches in a self directed, confident manner - now and in the future

Your Personal Responsibilities

Our business is preparing our job-seeking customers for success in their employment. We are role models and standard-setters exemplifying the workplace they are expected to enter and succeed in. We communicate employers' standards in a variety of ways to each customer—timeliness, preparedness, dress, speech, etc.

- Appropriate attire is to be worn in the Affiliate any time we are open for customers. This may include weekend and after-hours periods if you are in contact with customers in the performance of your job during these hours.
- Our voices are as important as our attire in creating a business-like atmosphere. Language used with customers is always professional, courteous, and appropriate. We are mindful of how our conversations with each other may be heard and interpreted by others. Loud and/or social conversations are an intrusion upon our customers.
- Smoking is permitted for staff and customers in designated areas outside of the building

Professional Responsibilities

- Customers are treated with respect and courtesy. Customers with Scheduled Appointments are greeted in the lobby within ten minutes of their scheduled appointment time.
- Confidentiality is maintained throughout the building and at all times. Conversations regarding customers take place in private and out of earshot. Confidential conversations with customers may take place in the shared interview rooms, or in your workspace. Documents with customer names should not be displayed openly on desktops when other customers are present. Case files are specific to each agency, and are not accessible to partners except through the proper Release of Information processes. Confidentiality rules and processes for each agency are in full effect for staff working at the Affiliate. Exchanged information shall remain private and confidential in accordance with the most restrictive confidentiality requirements of any of the parties collecting, receiving or sharing information.

- Mistakes, problems, and unforeseen challenges are all part of performing work in an evolving and continuously improving workplace. Staff members own their mistakes and challenges and are encouraged to find creative solutions while working within the parameters set by their supervisory personnel.
- Mistakes and missteps are opportunities to learn and to discover new methods and solutions. The outcome of staff work is expected to be of quality.
- All staff have access to telephones, Internet and e-mail. These are provided as tools to assist you in the performance of your work. Your use of these tools is NOT private and may be reviewed by Administrative staff to ensure they are used in accordance with work related activities.
- Each organization with staff at the Affiliate may have its communications policy. These policies are in full effect at the Affiliate for those staff resident here.
- Voice mail is a tool for improving communication. Voice mail messages should be returned within 24 hours (weekends and holidays excepted). If you will be gone for an extended period of time, your outgoing voice mail message should state that you will be out of the office, indicated when you will return and provide an alternate number or person for the caller to reach for assistance.
- At a minimum, staff communication will avoid any message or image which may be deemed:
 - ▲ offensive
 - ▲ discriminating
 - ▲ frightening
 - ▲ intimidating
 - ▲ harassing
 - ▲ political
 - ▲ religious
 - ▲ violent
 - ▲ unlawful
 - ▲ pornographic
 - ▲ or self-promoting
- Staff members scheduled to conduct group activities in the Affiliate Site are responsible for finding an acceptable replacement if they are unable to facilitate their scheduled function. Alternates should first be sought within their primary organization. {The Designated Manager shall be notified of the alternate arrangements, once made.}
- Scheduled staff members who may become unavoidably delayed in their arrival to the Affiliate will notify their supervisor and the Designated Manager of their anticipated arrival time. Our commitment to our customers is to provide uninterrupted service without variation in quality.
- Staff should use the established notification process when they are going to be out of the office (i.e., Out 'N About system, e-mail, Out-Board, etc.) to notify others of their whereabouts and expected return time/date.

Quality Standards

The Affiliate Site is a product of the combined efforts of partner organizations and staff committed to finding a better way of achieving outcomes for our customers. We have come together for the purpose of integrating our various services to provide our customers with a set of comprehensive choices, linked through the integration of our various systems, which facilitate the customers' ability to achieve outcomes they deem satisfactory.

As a Partnership, we have defined and adopted quality standards for a number of our key processes. Staff are responsible for learning and applying applicable quality standards to their work. Quality Standards for the Partnership are available from the Integrated Service Delivery Coordinator, and on the partnership Intranet Website at <http://www-app2.wa.gov/esd/northwest/>. Quality Standards include:

- ◆ Process standards to achieve and sustain designation as an Affiliate Site.
- ◆ Assessment
- ◆ Work Based Training
- ◆ Communication Products
- ◆ Information Gathering
- ◆ Information Providing
- ◆ Education and Training
- ◆ Support Services

Customer Satisfaction

Our intention is to provide a facility, services, and staff that meet our customers' expectations 100% of the time. One way we measure our progress in attaining this goal, is by making available comment cards throughout the facility.

- You are invited to display the Partnership's comment card in your workspace. It is displayed in all common areas of the Affiliate.
- Staff are encouraged to frequently ask customers to complete the comment card by explaining it is a way to help us provide better service to them.
- Comment card results are displayed publicly for our customers to view and track our progress.

Reasonable Accommodations for Persons with Disabilities

Philosophy

To create an inviting and welcoming environment where all persons have equal access to WorkSource Center services.

It is the policy of the WorkSource Center to provide reasonable modifications of policy, practice, or procedure upon the request of individuals with disabilities. A reasonable accommodation is defined as a “change or adjustment to an environment that permits a qualified customer to enjoy benefits and privileges of The WorkSource Center equal to those enjoyed by customers without disabilities.”

Protocol for Serving Customers with Disabilities

- Customer identifies self as disabled and/or in need of an accommodation
- Center staff asks if customer knows what accommodation they will need to be successful
- If the customer can identify the needed accommodation, staff determines whether the Center is able to provide the accommodation
- If the customer is unable to identify the accommodation, staff may refer to the accommodation recommendations located in the green binder in the Center Director's office.
- If staff and customer are both unable to identify a reasonable accommodation or alternate format, make a referral to DVR or other appropriate agency
- If the WorkSource Center is unable to provide the accommodation, staff will determine if a partner agency or other community agency is able to provide the accommodation
- Once an accommodation has been identified and located, staff will schedule an appointment for the resource to be used if it is not available immediately
- Staff provides training to access the accommodation if needed

Resources

Available at WorkSource Whatcom:

- Incoming TTY Relay Service 1-800-833-6388
- Outgoing TTY machine and instructions are located in the Job Resource Center phone room
- Adjustable work station
- Large screen monitor
- Software with accessibility modifications

Contacts:

Division of Vocational Rehabilitation
(360) 714-4136 or 1-800-745-5960

ADA Specialists available for reasonable modification consultations
1-800-514-0301 ext. 7

Job Accommodation Network
1-800-232-9675
www.janweb.icdi.wvu.edu/

Hearing & Speech Impaired

Whatcom Interpreters Network/WIN
(360) 758-9396
www.telcomplus.net/klbterp

Visually Impaired

Services for the Blind B Seattle Office
1-800-552-7103

Non-English Speaking

The Language Exchange
(360) 757-7009
www.langex.com

AT&T Language Line
1-800-648-0179
www.babelfish.com

Reception, Everyone's Front Door

The impression made at the reception desk, whether to a customer calling or entering through the door, is perhaps the most important message we send about our business, our expectations, and our ability to achieve success for our customers. For reception staff to serve our mutual customers well, it requires the concerted effort of *ALL* staff to demonstrate professional courtesy and good customer service practices:

- Each partner agency within the Affiliate has its own scheduling system and process. The Reception staff does not schedule appointments for Affiliate staff members.
- When you schedule an appointment with a customer ALWAYS ensure they understand who they are to see when they arrive, how to check in, and what time they should check in and set the expectation of arriving on time for the appointment. The receptionist will notify you when your customer has arrived for their appointment.
- If you are unable to be on time for an appointment, notify reception how long you are delayed so that they may keep your customer informed. The quality standard at the Affiliate is that a customer will wait no longer than 10 minutes beyond a scheduled appointment time. Staff members are expected to schedule their work to keep appointments in a timely manner.
- Stay out from behind the reception desk whenever possible. Our arriving customers should have a single focal point for assistance.
- The reception desk is not the place for social conversation among staff. Reception is coordinating a number of customer and staff activities. It is the place you must keep up to date with all pertinent information about your appointments and location.
- Telephones, fax machine, staplers, etc. at the reception counter are not for staff use. Use those located elsewhere to reduce congestion at reception.

- The reception staff is unable to provide computer assistance to customers using the resource area and will refer questions about the resource room to the Resource Specialist on duty there.

Staff Development

The Affiliate models the need for life-long learning to its customers. Our intention is to develop a learning organization that values risk-taking and innovation and the ability to learn from mistakes through reflection. It is anticipated that staff capacity-building, as a part of an organizational strategy, improves overall productivity, motivates staff to deliver high-quality services, and creates an ongoing commitment to innovation and system improvement. Staff training is an integral component of our efforts to transform the local workforce development **system** into a high performance integrated system, which strives to continuously improve service quality and customer satisfaction.

The Partnership's Training Plan is used as a guide to planning and supporting training activities in the Affiliate. The core competencies required in a one stop WORKSource Center or Affiliate are identified in the Training Plan as well as a self-directed tracking tool to assist you in achieving them. Each staff functioning in the Affiliate is expected to obtain and demonstrate these generalist skills.

Should you feel you need training on a particular aspect of the Affiliate or its services, notify your immediate supervisor.

Supervision

Affiliate staff are expected to function as empowered, creative, team members. These protocols set the parameters of expected behavior within the Affiliate. Each staff person is a professional and, as such, is entrusted to abide by them. Supervision at the Affiliate is the responsibility of those administrative staff persons or designated Leads in residence at the Affiliate. However, each staff member is ultimately accountable to their primary personnel organization for adherence to its policies and procedures.

Food and Beverage

The sight of staff eating at their desks or the smell of food can be distracting to customers. A small staff lunchroom is provided for the preparation and consumption of food and beverages.

- Staff should be aware and considerate of the impact of their food preparation on others (i.e., strong odors)
- Unit food areas are to be discreet and properly maintained.
- Beverages or food are not to be consumed or displayed in the presence of customers ("display" includes having food at the reception counter, walking through the reception area and common customer areas with food, etc.)
- Any left-over food or disposable containers must be disposed of in the staff lunch room.
- Each staff person is responsible for cleaning common food preparation areas and kitchenware after their use. Each Friday the refrigerators and the sink are cleaned out. Unmarked or very old contents AND THEIR CONTAINERS in the refrigerator will be thrown away. Dishes and utensils left in the sink on Friday will be thrown away. Kitchen clean-up duty rotates among staff.

Affiliate customers are permitted to have beverages except that food and/or beverages are NOT allowed in the Resource Room or the Computer Lab.

Children

The Bellingham Affiliate Site environment is not well suited to small children. Alternatives to bringing children to the Affiliate Site will be discussed with the customer, including childcare alternatives.

- Youth age 14 and older are welcome to pursue their job search activity at the Affiliate Site.
- The Affiliate Site makes available for public use advanced technology components, which are vulnerable if misused. No children less than 14 years old shall be permitted in areas housing technological equipment.
- Resource area staff members are here to assist customers in their job search activities and are unavailable to monitor children in the Affiliate.
- If an accompanying child becomes disruptive, the staff member working with the parent should continue to model professional behavior and politely offer the parent alternatives for completing the interview or their activity at the Affiliate (i.e., take a short break to address the child's needs, return at another time without the child, etc.)

FACILITY USE AND CARE

Your Workspace

Each customer viewing your personal workspace creates an impression of both you and your work. Your environment should communicate confidence that you are a professional and will provide quality customer service. Please ensure that:

- Good judgement is exercised when selecting artwork and personal items for display in your workspace.
- Workspaces are kept clean and orderly at all times. Filing is in cabinets, not on the floor.
- The personal workspace and privacy of everyone is respected.
 - ▲ Workspaces should be viewed as temporary space assignments. To ensure the proper functioning of the Affiliate, it will become necessary, on occasion, to relocate staff to new workspace. Whenever possible, staff will be notified before their workspaces are relocated.

Shared Staff Workspaces

The Affiliate provides many common areas for staff use. These include; production and mail preparation areas, the lunchroom, restrooms, conference rooms, and training rooms. Each staff member is responsible for ensuring that:

- Shared workspaces are kept clean and orderly
- Equipment, fixtures, and tools designated to a particular workspace remain in that workspace.
- Scheduling processes for shared workspace is followed and honored
- Customer traffic protocols are adhered to:
 - ▲ *The DVR entrance is for DVR customers only. Other customers should not use that door for entering or exiting the building except in emergency.*
 - ▲ *Customers must be escorted through the work areas at all times.*
 - ▲ *Customers should not use the staff restrooms. Public restrooms are available for their use.*
 - ▲ *Unescorted guests (staff from other offices, vendors, etc.) using areas within the secured zone will check in at Reception and will be issued visitors' passes.*

Common Space (Public Access Areas)

Common spaces in the Affiliate include; the resource room, waiting areas, corridors, restrooms, foyer, training rooms, and parking areas.

- Each staff person is responsible for ensuring that common spaces are clean, orderly and representative of a business environment.
- Everyone is responsible for communicating to customers the expectations for the use of this facility. This may include discussing with customers the appropriate use of the equipment and furniture, and advising customers of the smoking, child care, and/or food and beverage policies
- The appearance and tone of the Affiliate is greatly influenced by the size, style, and quantity of signs posted and brochures distributed on the premises. It is our objective to provide signage in appropriate relation to the need for communication, visual impact of the piece, and content of the message using the following criteria:
 - ▲ Information should be of use to the customer
 - ▲ Language and style shall be respectful and courteous to the reader, and framed in a positive way.
 - ▲ Signs and handbills shall be framed, and posted on designated surfaces only, minimizing damage to walls and doors.
- Staff foot traffic and conversation must avoid disrupting customers working in resource and training areas or interview areas. Certain areas of customer service are identified as “**Low Flow Zones**”, and should be used only by the staff working there.
 - **Behind the reception counter**—this area is reserved for Receptionists and staff interviewing at the counter.
 - **Resource Rooms**—staff should avoid walking through the resource room or workshop rooms unless working with a customer or the Resource Specialist.
 - **Childcare and Call Center work areas**—these are “Quiet Zones”. The staff working there needs to be able to hear on the telephone. Avoid conversation and unnecessary travel through these areas. Do not enter the Call Center unless you have specific business inside that workspace.
 - **Outside the Workshop Room**—the paneled walls do not filter out all noise. Avoid having conversations in the walkway directly next to the panel walls of the workshop room.

Parking

Ample parking is available for staff and customers. Customer parking is generally in the front parking lot. Staff may park in any regular parking spot in the front, side, or back parking lots.

Lost and Found (Not Discussed by the Protocols Group. Is there a formal CSO Policy??)

Staff will attempt to contact the owner of a lost item, if a phone number is available, and advise the item is being held in lost and found at the Affiliate main reception desk.

- ◆ *Staff will log and store any lost and found item at the reception desk upon discovery.*
- ◆ *The item will be entered in a log maintained at the reception desk, indicating description, location, date, and time found.*
- ◆ *The item is then placed in secure storage, size permitting, in the lost and found drawer.*
- ◆ *Lost items may be recovered by the owner when they accurately describe the lost item and sign for the item's return in the lost & found log.*
- ◆ *Items not claimed within 90 days will be donated to charity or discarded.*

Energy Conservation

This facility is subject to the Governor's directive on energy conservation practices. A guideline document is provided to each staff person working at the Affiliate facility.

Equipment Use

- Building thermostats are restricted from access. The heating, ventilation and air conditioning system in this building has many different zones and is subject to the irregularities of a building with diverse uses and spaces. It will never be perfectly balanced for everyone.
- Copiers, fax machines, and computers are provided by each agency for their staff use, and maintenance of this equipment is the responsibility of the individual agency providing it. Staff members should use only the copier provided by their agency unless arrangements have been made through the appropriate supervisors, with the exception of shared equipment in the resource areas and training rooms for staff working in those areas.
- Subject to energy conservation rules, radio's and/or CD's are allowed in your workspace. Be discreet and considerate of those around you, and turn it down or off when working with a customer in your cubicle

Technology Maintenance

ESD and WDC are on a shared LAN and server, separate from the CSO server. The Resource Room is on the ESD server. The Computer Lab is on the CSO server.

- ✓ ESD and WDC contact Phillip Stevens for assistance at (360) 416-3553.
- ✓ CSO and other contract staff contact Larry Hernandez at 714-4095.

Maintenance & Custodial Requests

All requests for custodial service or furniture repair/movement are to be forwarded to the facility manager, Janet Henderson, or designee.

- ◆ Non-emergent requests should go through your supervisor.
- ◆ Any repair or situation posing a hazard shall be reported immediately, and addressed immediately, by the facility manager. In his or her absence, the hazard shall be brought to the attention of Cary Chizer, Safety Officer.

Custodial Service is provided by a contractor, and by the on-site custodial support staff member. Paper recycling should be put into a designated container in your workspace, but does not need to be sorted by color/type. The on-site custodian empties non-food trash daily.

Supplies

Office supplies are provided by staff's primary organization, not the Affiliate. Supplies stored within the facility by resident organizations are the sole property of that organization and shall not be used without express permission by the owner. Each agency has been allocated space for storage of supplies. Extra supplies are maintained in the Stock Room in each agency's stock area, and are requested through your supervisor.

Security and Safety

At no time are Affiliate customers or staff to be placed in an unsafe situation. Customers and staff should all have the reasonable expectation of safety while at the Affiliate and we should each strive to create a safe environment.

- The facility manager conducts Key control and issuance of new keys or security door codes. Each staff is responsible for those keys issued to them. Keys are not to be shared or lent to anyone. Lost or stolen keys must be immediately reported to the facility manager.
- Each person's door code allows them access to the building between certain hours of the day, on certain days of the week. Any requests for permanent changes in access hours/ must be made through your supervisor well in advance of the effective date. Supervisors request the access changes through the facility manager. One-time changes to security codes are not made. Other provisions can be made through the facility manager for staff needing one-time or short-term access to the building outside of their normal hours.
- Each staff member takes the responsibility for keeping personal items, such as handbags, checkbooks and other items of value in a place not accessible to the public.
- The Affiliate is open to the **job seeking public** and those accessing agencies' services in the building while **productively engaged** in these activities. The Affiliate reserves the right to refuse service to anyone not meeting this standard or creating a distraction or disturbance to others.
 - ♦ Persons acting in an inappropriate manner shall be:
 - assessed for the degree of disruption/danger they present.
 - called to a private area (i.e. work table or break area, if you feel safe in doing so)
 - clearly and unemotionally explained the Affiliate rules and their purpose

If they do not understand or remain uncommitted to complying with the rules as explained:

 - calmly ask the person to return another day when they will be able to comply

If they refuse to leave:

 - advise the person in a factual and private way that they will be removed if they do not comply with your request

If they continue to remain after these steps:

 - advise the supervisor on duty of the situation, or if unavailable, call CSO administrative staff for assistance
 - go to a private location and dial the police for assistance
 - a staff person should be in the parking lot to meet the arriving officer/s
- Any activity or situation requiring the intervention of police or other emergency officials shall be brought to the immediate attention of the CSO Administrator.

Reporting Accidents

Safety is no accident. A safety attitude is your best tool.

- {Insert CSO Safety/Accident Reporting Requirements Here}

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